**SPECIFICATION**

SPECIFICATION FOR THE TRANSPORT OF PATIENT SAMPLES AND RE-AGENTS TO DESTINATIONS AS DETERMINED BELOW

1. DURATION

This agreement will be for 2 years with the option to extend for 12 months.

1. SERVICE OBJECTIVE

Alder Hey Children’s NHS Foundation Trust requires a Courier service to transport patient samples and reagents to and from other local Trusts including (but not limited to): Liverpool Women’s Hospital and The Royal Liverpool Hospital.

The contents to be transported are patient samples, that include but are not limited to, blood and urine, as well as chemical reagents.

Due to the nature of the contents being transported and the importance of timely delivery to the destination, transportation must be provided by a suitably trained courier/driver, who accompanies the samples from the time of collection, until handover at the destination.

1. SERVICES TO BE COVERED

Collection, transportation and safe delivery of blood/specimens to locations specified in the courier schedule.

All deliveries must always be accompanied by the courier/driver as well as being signed for and delivery time recorded for each location.

1. LOCATIONS

The courier will pick up and drop off samples at Specimen Reception at Alder Hey which is located on 1st Floor of the Pathology Building on the main hospital Site, Eaton Road, Liverpool L12 2AP. Full details of pickup and drop off instructions and location to be shared after contract award. Bidders are required to arrange a site visit as explained in ITT Section A of this tender.

The courier will transport samples to and from Alder Hey Children’s Hospital, Liverpool Women’s Hospital (Crown Street, Liverpool L8 7SS) and The Royal Liverpool Hospital (Prescot Street, Liverpool L7 8XP).

As well as the outlined services, the trust also requires ad-hoc transport to other local trusts that include but are not limited to Whiston Hospital and Southport and Formby District General Hospital.

1. SAFE TRANSPORT OF BLOOD/SPECIMENS

The Trust will ensure all blood/specimens are packaged appropriately for safe transportation in sealed sample bags.

All samples will not have a label to identify their location as they will be going to Liverpool Women’s Hospital. If samples have a different location this will be labelled appropriately.

Upon arrival at specified locations, the courier must sign samples in and out of the drop off and pick up locations.

1. TEMPERATURE MONITORING

As part of Alder Hey’s accreditation, the Trust must ensure samples are kept between 8-24oc during transport. The courier must adhere to this requirement. Compliance will be assured via bi-annual audits lead by Alder Hey staff, audit will involve one of the trust staff members adding a UKAS accredited thermometer into the van in the morning and removing it on the last pick up to check minimum and maximum temperatures logged.

Assurance that data protection is prioritised and that Cyber Essentials Plus enrolment is renewed and in date as well as a valid ISO 27001 certificate.

1. GENERAL TRANSPORT REQUIREMENTS

The supplier is to ensure guaranteed security whilst the samples are being transported. The couriers must not remove or tamper with the consignment or its contents.

Every Wednesday, a staff member will require transport from Alder Hey Children's Hospital to Liverpool Women' Hospital to perform blood transfusion duties. This will be a 9:00am pickup from Alder Hey. Return journey will be at an agreed time with the courier on that day

The supplier is to ensure that samples are Picked up and delivered at the correct locations and within the specified timescales.

Guaranteed courier service for our samples regardless of an emergency in another Trust.

Driver times must not be changed without consent of the Trust.

The supplier should have robust contingency plans in place to ensure continuity of blood/specimen courier services in case of breakdowns, driver illness etc.

The supplier should have efficient communication with the Trust if any excessive delays are expected. If there is more than a 30-minute delay with deliveries or collections, the Trust must be notified within 30 minutes with open communication. Estimated times of arrival must be given.

In the event of a road traffic accident there must be standard operating procedures and incident reporting procedures

The courier must inform the Trust of any loss or damage to the blood/specimens being transported and report to the Trust as soon as the courier reaches the drop off site so that contingencies can be made.

All vehicles must have appropriate spill kits with drivers trained in how to use them. In the event of a spillage, the courier must have a standard operating procedure and process to follow in the event of a spillage.

All vehicles must have a documented schedule of cleaning provided by the courier and contain but not limited to a biohazard spill kit.

All vehicles must be reliable, maintained and in legally roadworthy condition with appropriate breakdown cover

At all times the driver is to ensure compliance with all road traffic and transport laws and any request by the Police.

Appropriate motor insurance must be provided

Drivers must be appropriately trained as well as enhanced DBS checked.

1. ADDITIONAL REQUIREMENTS

The appointed Supplier will provide a named account manager who will support the effective management of the contract and assist in rectifying any issues that may arise.

Management Information to be provided monthly and to include a breakdown of delivery, collections, response times and KPI information. This information may also be requested on an ad hoc basis.

Quarterly face to face meetings to be held between the successful tenderer and the Trust throughout the duration of the contract.

The Supplier will provide a copy of their business continuity plan and must include, major incident, capacity, contingency planning and how the customers are prioritised in such situations.

The Successful Tenderer(s) is expected to fully comply with all relevant environmental legislation, regulations, code of practice and industry standards.

BCP: It is required that the bidding organisation provide a copy of their business continuity plan. It is expected that this would include the following aspects as a minimum requirement:

* Disaster prevention (including details of policies and procedures)
* Incident management
* IT disaster recovery plan
* Adverse weather
* Post-disaster review and assessment process

The bidding organisation must have a clear and comprehensive written complaints management procedure. This procedure will be followed in the event of any issue to the supply of goods, services or support provided as part of the contract. Such procedure shall enable the Trust to make complaints quickly and simply and shall require the Trust to investigate and resolve a complaint in accordance with strict timescales.

* All complaints made by the Trust to the bidder shall be acknowledged in writing within 24 hours by the bidding organisation.
* The bidding organisation shall keep a full written record of the nature of each complaint and details of the action taken as a result of the complaint.

The bidding organisation shall use reasonable endeavours to ensure that all complaints are resolved within 10 days of the complaint being notified to the bidding organisation), unless the nature of the complaint requires additional investigation or action, in which case the bidding organisation shall ensure that the complaint is resolved as soon as possible thereafter

Named Account manager to be contactable.

1. DELIVERY SCHEDULE

|  |  |  |  |
| --- | --- | --- | --- |
| **Day Journeys**  | **Days** | **Time**  | **Approximate Distance (based on shortest route in either direction)** |
| Liverpool Women's Hospital to Alder Hey Children's Hospital  | Monday, Tuesday Wednesday, Thursday & Friday | 9:30am | 4 miles |
| Liverpool Women's Hospital to Alder Hey Children's Hospital  | Monday, Tuesday Wednesday, Thursday & Friday | 12:30pm | 4 miles |
| Liverpool Women's Hospital to Alder Hey Children's Hospital  | Monday, Tuesday Wednesday, Thursday & Friday | 15:00pm | 4 miles |
| Liverpool Women's Hospital to Alder Hey Children's Hospital to The Royal Liverpool Hospital  | Monday, Tuesday Wednesday, Thursday & Friday | 16:50pm | 8 miles |
| A staff member will require transport from Alder Hey Children's Hospital to Liverpool Women' Hospital to perform blood transfusion duties. | Wednesday  | 9:00am pickup from Alder Hey. Return at an agreed time. | 4 miles |
| Liverpool Women's Hospital to Alder Hey Children's Hospital  | Saturday & Sunday | Saturday 9am - Monday 9am Every 2 hours (this is subject to change) | 4 miles |

1. KPI’S

|  |  |  |  |
| --- | --- | --- | --- |
| **Indicator Name** | **Threshold** | **Reporting Requirement** | **Frequency Measurement** |
| Turnaround times of delivery and collections | 98% | Successful Tenderer to provide report demonstrating compliance with the requirements set out in the delivery schedule. | Monthly |
| Complaint Resolution | 98% | Successful Tenderer to provide report within 10 days of receiving compliant demonstrating compliance with the requirement set out in the specification | Monthly |
| Management Information | 98% | Supplier will provide complete and accurate management information data no later than the first working day of each month.  | Monthly |
| Performance Meetings  | 98% | Supplier will attend quarterly service review meetings | Quarterly |
| Assurance that Cyber Essentials Plus enrolment is renewed and in date and that we have sight of the ISO 27001 certificate | 98% | Supplier must provide evidence of enrolment and in-date ISO ISO 27001 certificate | 6 monthly |